

Arizona School Facilities Board

1700 West Washington Street, Suite 230

Phoenix, Arizona 85007

Phone: (602) 542-6501 Fax: (602) 542-6529

www.sfb.state.az.us

Governor of Arizona
Janet Napolitano

Executive Director
William Bell

October 2003

Dear Superintendent:

I am happy to be here working with you as the new director of the School Facilities Board.

One of Governor Napolitano's goals for her administration is improving education for the children of Arizona. It is my vision for this agency to be a cooperative partner with the school districts to accomplish this goal. I believe the facilities in which our children learn can be a very important part of the educational process.

In the coming months we will begin hosting several public forums to get your feedback on this agency and the Students FIRST program. I would like to thank the districts that have offered their facilities for these meetings. I hope you will attend one of these forums as I welcome any questions or comments you want to share with us. A schedule for these meetings is attached. More information regarding this topic can be found on our website: www.sfb.state.az.us.

Please help us by completing and returning the attached annual survey about our agency so that we can continue to improve the quality of our service. It is short and will only take a few minutes of your time, and you will be the ultimate beneficiary. Thank you very much for your help.

I look forward to meeting you.

Sincerely,

A handwritten signature in dark ink, appearing to read "W. Bell", written in a cursive style.

William Bell
Executive Director

Public Forums

The SFB will be hosting four public forums this year in an effort to gather feedback on the Students FIRST program. The dates of the forums are as follows: November 6, 2003 Coconino High School in Flagstaff; November 19, 2003 Yuma ESD district office boardroom; December 4, 2003 Cinega High School in Vail; and December 11, 2003 Metro Tech High School in Phoenix. Please send any topics you would like discussed to Kristen Landry at klandry@sfb.state.az.us.

Customer Satisfaction Survey

Attached to the end of this letter you will find the 2003 Customer Satisfaction Survey. Please fill the survey out at your earliest convenience and either fax back to Kristen Landry at 602-542-6529. This will greatly assist us in improving our agency.

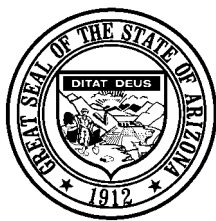
Preventive Maintenance Software

The SFB **HAS NOT** mandated that school districts purchase any manufactured software for development of their Preventive Maintenance Plans. We are providing simple pre-formatted forms in Microsoft Excel which may be completed electronically or in hardcopy and are available on the SFB website or by contacting your District Liaison.

Upcoming School Facilities Board Meetings and Public Forums

Board Meeting Dates Agenda Deadline Meeting Location

Public Forum & Board Meeting	November 6, 2003	October 16, 2003	Coconino High School Flagstaff Unified School District
Public Forum	November 19, 2003		Yuma Elementary School District District Office Board Room
Public Forum & Board Meeting	December 4, 2003	November 13, 2003	Cinega High School Vail Unified School District
Public Forum	December 11, 2003		Metro Tech High School lecture hall Phoenix Union HSD



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CUSTOMER SATISFACTION SURVEY

October 2003

SCHOOL FACILITIES BOARD STAFF

Poor

Excellent

Is your SFB liaison helpful and responsive?	1	2	3	4	5
Is the SFB staff treating you fairly and respectfully?	1	2	3	4	5
Is the SFB website adequate to meet your informational needs?	1	2	3	4	5
Is the SFB providing timely responses to your calls and letters?	1	2	3	4	5
Is the SFB meeting your expectations? If not, please comment:	1	2	3	4	5

PROJECT MANAGEMENT

Does the PM representative communicate clearly and concisely?	1	2	3	4	5
Does the PM keep you informed of progress on your projects?	1	2	3	4	5
Does the PM representative provide follow-up as requested?	1	2	3	4	5
Does the PM make daily visits to your sites under construction?	1	2	3	4	5
Is the PM rep. resourceful in resolving problems?	1	2	3	4	5

Do you have any other comments or suggestions we should consider regarding the SFB staff, project managers?

Has there been anyone who you would like to specifically recognize for a job well done?

Your SFB Liaison: _____

Your Project Manager: _____

(Optional) Your Name: _____ District: _____

PLEASE FAX BACK TO KRISTEN LANDRY AT 602-542-6529